



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)



No.2023/TG-I/20/P/PRS Ticket(e-file)

New Delhi, dated 15.06.2023

**Principal Chief Commercial Managers,
All Zonal Railways.**

Sub: Discontinuation of printing of reservation charts.

Ref: Letter no. 1-RTA/O/Policy/Charting/07 dated 30.05.2023

Pasting of reservation charts on reserved coaches of trains was discontinued as per instructions issued vide Commercial Circular no. 44 of 2018. Further, zonal Railways were also advised to stop displaying physical reservation charts at those platforms where electronic charts were being displayed.

2. Recently, a reference has been received from one of the Zonal Railways advising that with the proliferation of Hand Held Terminals (HHT), the utility of printing reservation charts has reduced drastically. It has, therefore, been suggested that the activity of printing reservation charts may be dispensed with barring few exceptions.
3. The matter has been examined in this office and it has been decided as under:-
 - i. At those locations where HHTs have been provided, zonal Railways shall be competent to take a decision regarding necessity of printing of first reservation charts to be provided to onboard ticket checking staff.
 - ii. Zonal Railways may continue to print second reservation charts, if necessary.
 - iii. Further, in case printing is deemed necessary the Railways should also examine the feasibility of printing only single copy of reservation chart and the record copy to be saved in digital form.
4. Necessary instructions may be issued to all concerned accordingly.

Signed by Sanjay Manocha

Date: 15-06-2023 15:07:05

(Sanjay Manocha)

Director Passenger Marketing-II

Ph. No.:011-23047367

Email id: manocha.421sanjay@gov.in

4th Floor, Room No: 415-A

Railway Board

Rail Bhawan, Raisina Road, New Delhi-110001

Northern Railway

O/o Chief Commercial Manager/PM
IRCA Building
New Delhi.

No. 1-RTA/0/Policy/Charting/07

Dated: 30.05.2023

EDPM
Railway Board
Rail Bhavan
New Delhi

Sub: Discontinuation of printing of Reservation Charts

- Ref:** (i) Railway Board Commercial Circular no. 10 of 2018
(ii) Railway Board Commercial Circular no. 44 of 2018

Vide circular (i) above, pasting of reservation charts on the **reserved coaches** on the trains was discontinued at select stations. This was extended for **all stations** w.e.f. 01.09.2018 vide circular referred at (ii) above. Further, Zonal Railways were also advised vide (ii), to stop displaying physical reservation charts at those **platforms** where electronic charts were displayed, making the process totally paperless.

At present, whenever a reserved ticket is booked either at PRS counter or through e-ticketing, an **sms** is sent to the mobile number of the passenger informing him the status of reservation and seat number (if confirmed) **at the time of booking**. Four hours before scheduled departure of the train, **at the time of charting**, another **sms** is sent to all the booked passengers, informing them about their final status, along with seat/berth number and coach number. Moreover, nearly 85% of all reserved tickets booked over IR are e-tickets, wherein passengers have additional access to online media for information about their seat/berth/coach numbers. After discontinuation of chart pasting on coaches of the trains, passengers come prepared with this information and as a final check, ascertain this using their mobile phones, if required. For holders of paper tickets purchased from PRS counters, this information is printed on the tickets in their possession in any case, or updated through sms as explained above. **Thus, it can be seen that there is no requirement of reservation charts for dissemination of seat/berth/coach information to passengers.**

Another important purpose served by printed reservation charts is to provide coach-wise passenger particulars to the on-board Ticket Checking staff e.g. from-to, name, age, gender, PNR number, ID proof number, fare collectible, etc. With proliferation of Hand-Held Terminals (HHTs) in a big way over Indian Railways, all of this information is available to every TTE for his train electronically, and in a more user-friendly manner. At present, more than 95% of on-board TTEs have been provided with these HHTs. In the rare event of malfunction of an HHT, the charts can be accessed from other TTE's HHT. **Thus, the utility of a printed paper reservation chart for a TTE has diminished drastically, bordering on negligible.**

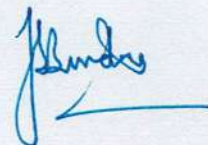
From the foregoing paras, it is evident that there is no need or utility of paper based physical reservation charts in the present circumstances. However, most of the Zonal

Railways continue to print full complement of reservation charts for all the reserved trains, in two copies. The printing of charts can be easily dispensed with altogether, being a redundant activity as explained above. This will likely lead to savings of a few hundred crores of rupees annually, taking all ZRs together, by way of savings in procurement of charting paper, capital cost of chart printers, AMC of printers and savings in staff engaged in this infructuous activity.

In the present scenario, reservation charts of only those trains need be printed where TTEs are not supplied with HHTs. The current charts (for bookings between first chart and second chart, half hour before departure) may continue to be printed as at present, which is a minor activity, compared to the mammoth task of printing full reservation charts. **At best, the decision to print or not to print reservation charts for individual trains may be left to the Zonal Railways/Divisions, as per field requirements.**

Copy of a circular issued by Central Railway in this regard is enclosed for ready reference. Board are requested to issue suitable instructions on the subject.

This has the approval of PCCM.



(J.S. Bindra)
CCM/PM/NR
js.bindra@gov.in
Mob. 9717630906